



Family Services
2012 Executive Summary

MEASURES	NOVEMBER		ANNUAL					
	2011	2012	2008	2009	2010	2011	2012	2011-2012 % Δ
Abuse & Neglect Calls								
Community Hotline	1,629	1,826	-	-	21,680	21,090	22,558	7.0%
Hotline Answered In Less Than 5 Minutes	1,119	1,585	-	-	16,462	15,975	18,299	14.5%
Hotline % of Answered in 5 Min or Less	68.7%	86.8%	-	-	75.9%	75.7%	81.1%	5.4%
Reported By Internet/Email	-	115	-	-	-	-	852	-
Child Protective Services								
New Investigations	635	676	8,155	7,192	7,870	8,014	8,678	8.3%
New Children on CPS Caseload	872	902	-	-	10,861	11,392	12,211	7.2%
Children on CPS Caseload Seen Within 3 Days	728	715	-	-	8,483	8,968	9,636	7.4%
% of Children Seen within 3 Days	83.5%	79.3%	-	-	78.1%	78.7%	78.9%	0.2%
Permanency Caseload								
Children on Open Permanency Caseload	3,259	3,455	-	-	40,926	40,207	40,502	0.7%
Children Required to be Seen	2,939	2,863	-	-	37,508	36,218	35,049	-3.2%
% of Children Seen at Least Once Every 30 Days	90.2%	82.9%	-	-	91.6%	90.1%	86.5%	-3.5%
Adoptions								
Children Adopted	72	79	-	-	630	692	517	-25.3%

NOTES & HIGHLIGHTS

*Hotline data was unavailable during August for FY09 as a result of an issue with the Hotline data system.

** Data was only captured in percentage format in FY09

Average Call Answer Time is not available and has not been captured. ' % of Calls Answered w/in 5 min' reflects the DFS goal to reduce the amount of time callers wait for a live agent.

Average Time to See Children on CPS Caseload has not been captured. '% of Children Seen w/in 3 Days' is based on DFS and statewide policies and procedures regarding child contacts.

Children Seen has not been captured. % of Children Seen at Least Once Every 30 Days is based on DFS and statewide policies and procedures regarding child contacts.

Children Legally Adopted within 12 months reflects the DFS goal to decrease the amount time children spend in care.